

Platt Kodama

Guidance of Plans

Thank you for choosing “**Platt Kodama**”.

“Platt Kodama” is the brand-name of JR Tokai Tours' travel products without a travel guide. As the plans are not JR tickets, the terms and conditions of the plans are different from JR tickets. Please note the following.

Your vouchers & documents

You have vouchers & documents listed as below;

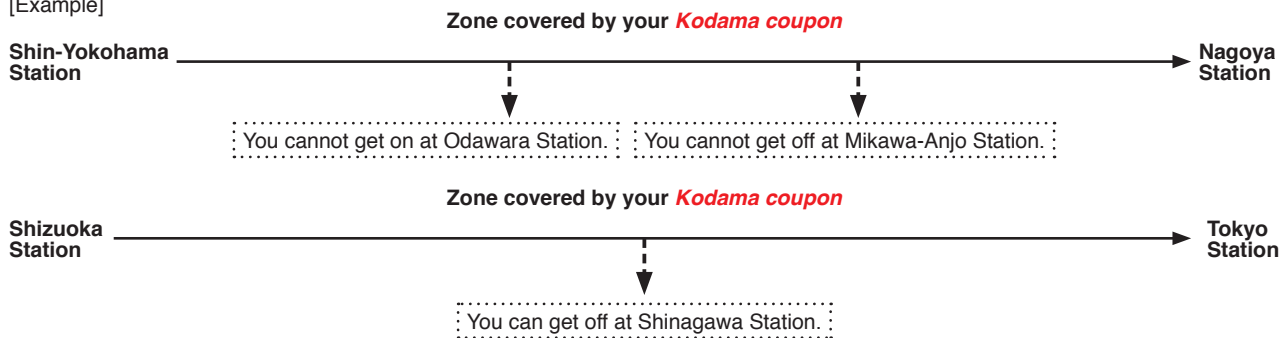
- **Platt Itinerary**
- **Kodama coupon**
- **Platt Free Drink Voucher**

Please double-check them before departure.

About **Kodama coupon**

- You can simply use this **Kodama Coupon** as the ticket of Kodama Express. You don't have to ask station staff for exchanging it into the ticket.
- You can only use exclusive ticket gates for JR Tokai's SHINKANSEN train. Please show the station staff your **Kodama Coupon** at the gates (automatic gates cannot accept this Coupon).
- You can only board the train on the conditions specified on your **Kodama Coupon** regarding the effective date / zone / train and reserved seat. You cannot board any other trains including non-reserved seats.
- You cannot stopover or board the train midway in a zone covered by your **Kodama Coupon**. If you do so, you will be required to purchase extra ticket / special express ticket from the station of departure. (in this case, the **Kodama Coupon** is not refundable.) However, only when the station of departure / arrival is Tokyo Station or Shinagawa Station, you can choose from Tokyo Station or Shinagawa Station as the station of departure / arrival in spite of the indication on your **Kodama Coupon**.

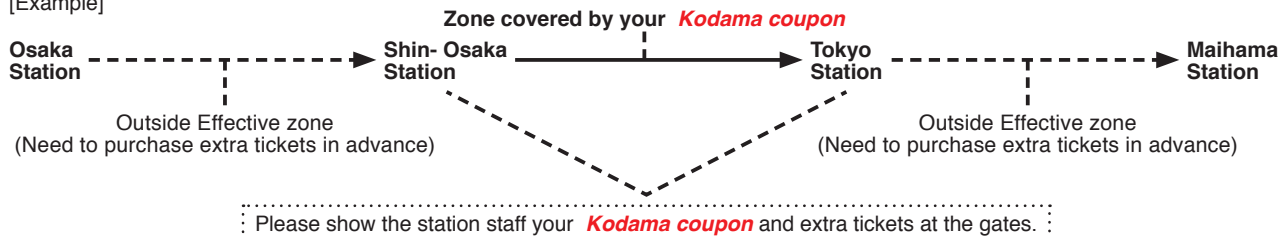
[Example]



- As the plans are not JR tickets, You can only board the train in a zone specified on your **Kodama Coupon**, not as do JR tickets such as Tokyo metropolitan area / area within Yamanote line / area within Yokohama City / area within Nagoya City / area within Kyoto City / area within Osaka City.

If you wish to travel outside the zone covered by your **Kodama Coupon**, please purchase extra tickets for the outside zone in advance. If the case, you may use the connection gates other than exclusive ticket gates for JR Tokai's SHINKANSEN train. Please show the station staff your **Kodama Coupon** and extra tickets at the gates.

[Example]




From May 20, 2020, passengers are required to reserve a seat with oversized baggage area when bringing baggage with overall dimensions of more than 160 cm (hereinafter referred to as "extra-large luggage") the Tokaido, Sanyo, and Kyushu Shinkansen (there is no reservation fee, but the number of seats is limited).

However, since we cannot arrange for seating in the oversized baggage area for this product, "oversized baggage" cannot be brought on board. If you bring "oversized baggage", you will be required to pay a fee of 1,000 yen (tax included) on board. We ask that you divide your baggage into smaller sizes if possible. Passengers who wish to bring "oversized baggage" must purchase an item that can be reserved for a seat in the oversized baggage area in advance.

If you have any questions, please contact the shop staff. For more information on "oversized baggage," please visit the JR Tokai website (<https://jr-central.co.jp/>).

About **Platt Free Drink Voucher** Wagon service is not available on the Kodama Express

- The voucher can be exchanged with a free drink at the following locations. Please give the voucher to the sales staff. Unused vouchers are not refundable.

Location: Tokai Kiosks and other shops designated by JR Tokai Tours at Tokaido Shinkansen Stations (between Tokyo station and Shin-Osaka Station). (Limited to shops with the sticker like this )

The voucher cannot be exchanged on Kodama Express as there is no wagon service.

Available products: Soft drinks smaller than 660ml (excluding quasi drug) /

Canned beer smaller than 350ml, Chu-Hi and Low-malt beer smaller than 500ml (excluding Japanese sake)

The voucher can be exchanged with a bottle of wine of 187ml with an additional 180yen (not available at some shops / Please pay the additional cost when exchanging the voucher. Exchange of the voucher with additional cost is limited to wine.)

*Some items are excluded by price. (Please ask the shop.)

Canceling the plan (Alterations of train / zone will be treated as same as cancellation)

Before departure (before your Kodama Train depart)

- If you wish to cancel the plan, please contact our store where you purchased it. Cancellation will be processed only during business hours of our stores.

(When the store is out of hours, please contact again the next day. If the case, cancellation-fee at the time of the next day will apply (fax-messages / e-mails are not accepted out of hours)).

Cancellations and alterations will not be handled at JR stations or other stores.

- If you wish to cancel the plan before departure, cancellation-fee will apply as below;

Date of Cancellation	Counted from the day before the date of departure			4) Annulment on the day prior to departure	5) Annulment on the day of departure (excluding 6)	6) Annulment after departure or failure to attend without contact
	1) Annulment based on at least 11 days notice	2) Annulment based on no more than 10 days notice (excluding 3-6)	3) Annulment based on no more than 7 days notice (excluding 4-6)			
Cancellation Fee	None	20% of travel charge	30% of travel charge	40% of travel charge	50% of travel charge	100% of travel charge

- Refund requests of the canceled plan will be handled only at our store where you purchased the plan. Refund deadlines are limited within one-month term after the departure date.

•Please present all the vouchers& documents of the plan including **Platt Itinerary** if you wish to obtain refunds.

After departure (after your Kodama Train depart)

- The offer of the cancellation cannot be accepted after departure.

When the transportation to the station of departure is delayed and missing the specified train of the plan

- If you miss the designated Kodama train due to a delay in transportation to the departure station, it will be canceled due to customer's convenience and no refund will be given. Please leave with plenty of time.

However, if the JR line (excluding buses) to the departure station of the Kodama is delayed and you cannot board the designated Kodama, please bring your JR delay certificate and promptly go to the JR-Central ticketbooth or JRTokai tours store on the day.

*This handling will be available from October 1, 2021.

Loss of Coupons

- In the event of the loss of coupons, they will not be reissued under any circumstances; you will be required to repurchase the JR ticket / Kodama Super Express tickets of the same conditions (the effective date / zone / train and reserved seat) as the lost coupons at our store or at Central JR stations at your own expense. In that case, please ask for a certificate of repurchase the JR ticket / Kodama Super Express tickets. When the lost coupons are discovered within one year, they will be refundable after deduction of a prescribed commission. If the case, please claim a refund by presenting the discovered coupons and the repurchased JR ticket / Kodama Super Express tickets at our store where you purchased the lost coupons.

In addition, when the conditions (the effective date / zone / train and reserved seat) of the repurchased tickets and the lost coupons are not the same, or when it is checked that it had not been used on the same conditions as the repurchased tickets and the lost coupons, refundment could be impossible, or the amount of refundment may differ from the above.

Please ask our store for details.

When the specified Kodama Super Express is cancelled / delayed

When the train is cancelled

- The plan will be cancelled. Please ask for having a train-cancelled certificate onto your Kodama Coupon at the JR station, and claim a refund by presenting the certified Coupon with all the vouchers & documents of the plan at our store where you purchased the plan.

When the train delayed 2 hours or more

- If the case, we will make a refund to you under terms & conditions of the Coupon. Please ask for having a train-delayed certificate onto your Kodama Coupon at the station of arrival of the train, and claim a refund by presenting the certified Coupon with all the vouchers & documents of the plan at our store where you purchased the plan. If you have no certification of the delay of 2 hours or more, refund will not be done. If you do not present your Kodama Coupon, we cannot make a refund to you. Please make sure to bring your Kodama Coupon.